

October 7, 2011

Dear Handi-Ride clients,

Hampton Roads Transit is making changes to paratransit services that are intended to make it more efficient. The same reliable service that you have come to depend on will continue to be there for you.

The key changes are as follows:

- MV Transportation (our current Paratransit service provider) will begin using local taxi services for some daily trips. This only applies to those customers who are able to use a cab. People who require a full-sized Handi-Ride van with lift equipment will continue to see this type of vehicle pull up to the curb. This service change will be more common during night and weekend service.
- Some ride times may be longer. They are currently set to a scheduled maximum of 60 minutes. That limit may grow to 90 minutes in some instances. This service change still complies with Americans with Disabilities Act limitations on the length of a planned Paratransit trip.

What will not change is the same friendly service you have come to rely upon from HRT.

Paratransit service will remain on the same scheduled hours and serve the same locations as it does today.

Scheduling of daily reservations and subscription service are still handled the same through MV Transportation during the business hours of 8 AM to 5 PM for one to seven days in advance at (757)455-8010.

Thank you for your understanding.

Kindly,

William Law
Bus Operations Officer